

**Paper reference 20161K**  
**Pearson BTEC Level 3**  
**Nationals Extended Diploma**

**Information Technology**  
**UNIT 14: IT Service Delivery**  
**(Part B)**

**Supervised hours: 8 hours**

**Information Booklet**

**X67962A**

## **SET TASK BRIEF**

**Painless Smiles is a dental practice in Burford, which is a small countryside town in Oxfordshire. It employs 15 members of staff in a two – storey building.**

**The dental practice is open Monday to Friday from 8.00 a.m. until 5.00 p.m.**

**Staff use systems to manage patient appointments, treatments and payments, as well as maintaining stock levels to ensure there are always sufficient levels of dental products in stock.**

**The dental practice currently has a computer system in place with each member of staff using dedicated PCs. It wants to install a networked system that will efficiently store and manage the information and data requirements for the dental practice. The system must incorporate state – of – the – art dental equipment.**

**The dental practice will utilise the expertise of an outside IT support company to recommend, manage and maintain the setup of the system.**

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**SET TASK BRIEF continued****TABLE**

<b>PAINLESS SMILES</b>	
<b>LOCATION</b>	<b>Burford, Oxfordshire</b>
<b>Number of on-site staff – 15</b>	<b>Practice Manager (1), Dental Practitioners (5), Dental Nurses (6), Dental Hygienist (1), Receptionists (2)</b>

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**SET TASK BRIEF continued**

<b>Staff information</b>	<p><b>PRACTICE MANAGER</b></p> <ul style="list-style-type: none"> <li>• Oversees the running of the dental practice</li> <li>• Maintains a safe environment for staff and patients</li> <li>• Chairs staff meetings</li> <li>• Hires staff and manages payroll</li> <li>• Ensures secure storage of data.</li> </ul> <p><b>DENTAL PRACTITIONERS</b></p> <ul style="list-style-type: none"> <li>• Perform check-ups and treatment plans for patients</li> <li>• Perform medical procedures</li> <li>• Undertake x – rays.</li> </ul>
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**SET TASK BRIEF continued**

<b>Staff information continued</b>	<p><b>DENTAL NURSES</b></p> <ul style="list-style-type: none"> <li>• Assist the Dental Practitioners</li> <li>• Sterilise dental equipment</li> <li>• Prepare treatments</li> <li>• Update patient records.</li> </ul> <p><b>DENTAL HYGIENIST</b></p> <ul style="list-style-type: none"> <li>• Educates patients on healthy teeth and gums</li> <li>• Polishes and descales teeth</li> <li>• Update patient records.</li> </ul> <p><b>RECEPTIONISTS</b></p> <ul style="list-style-type: none"> <li>• Check – in patients</li> <li>• Book appointments</li> <li>• Contact patients for follow up appointments</li> <li>• Take payments.</li> </ul>
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**SET TASK BRIEF continued**

**The premises include:**

**GROUND FLOOR**

**RECEPTION AREA**

- Receptionists – 2 dedicated computers

**DENTAL HYGIENE TREATMENT ROOM**

- Hygienist – 1 dedicated computer

**FIRST FLOOR**

**PRACTICE MANAGER'S OFFICE**

- Practice Manager – 1 dedicated computer

**DENTAL TREATMENT ROOMS (5)**

- Dental Practitioners and Nurses – 1 dedicated computer in each treatment room

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**SET TASK BRIEF continued**

**In the future Painless Smiles is looking to improve systems by providing:**

- **wall mounted monitors in each treatment room**
  - **surveillance cameras to be strategically placed, e.g. front door, reception, waiting room and hallways**
  - **technology to generate 3D cast images.**
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